

BREAK AND DETERGENTS

ACS Break Alkaline

Pack size	List Price	Discount	End User Price
5 gallon	69.17	10%	62.25
15 gallon	192.68	10%	173.42
55 gallon	692.53	10%	623.28

ACS Excaliber Detergent (5 and 15 gallon)

(55 gallon is called Fresh and Clean)

Pack size	List Price	Discount	End User Price
5 gallon	103.56	10%	93.21
15 gallon	247.55	10%	222.79
55 gallon	848.00	10%	763.20

ACS Combo Detergent

Pack size	List Price	Discount	End User Price
5 gallon	122.11	10%	109.91
15 gallon	345.60	10%	311.04
55 gallon	1135.80	10%	931.50

DESTAINER AND OXYGEN BLEACH

ACS Destainer

Pack size	List Price	Discount	End User Price
5 gallon	30.78	10%	28.71
15 gallon	83.20	10%	74.88
55 gallon	310.93	10%	279.84

ACS Oxygen Bleach

Pack size	List Price	Discount	End User Price
5 gallon	174.80	10%	157.32
15 gallon	445.74	10%	401.17
55 gallon	1894.16	10%	1704.74

SOUR AND SOFTENER

ACS Extra Sour and Soft (not available in 55 gal at this time)

ACS Sour available in 15 and 55

Pack size	List Price	Discount	End User Price
5 gallon Sour & Soft	84.82	10%	76.33
<u>15 gallon</u>			
Sour & Soft	216.28	10%	194.65
Sour only	173.45	10%	156.10
<u>55 gallon</u>			
Sour only	614.10	10%	552.68

ACS Soften it (Softener Only)

Pack size	List Price	Discount	End User Price
5 gallon	72.99	10%	65.70
15 gallon	190.41	10%	171.38
55 gallon	629.06	10%	566.15

ACS Optima Powder

Pack size	List Price	Discount	End User Price
40# Container	60.91	10%	54.83

ACS Liquid Emulsifier Stain Buster Concentrate

Pack size	List Price	Discount	End User Price
4 ea 1 gallon	134.97	10%	121.48

Exhibit 2 - Continued

Proposed Method of Performance, Contractor Support and Training

- 1) The offeror should describe in general terms the complete scope of service to be provided under contract with Kansas:
to provide a complete laundry service program with high quality products and support in all areas.
- 2) Describe what will be accomplished during a routine scheduled visit:
proper dilutions monitored, operations observed, cyderna etc.
- 3) Describe the tasks the offeror will consider as outside the scope of routine service, and when would the offeror intend to charge for service and parts.
the chemical dispenser are no charge as well as all parts, or service calls pertaining to them.
- 4) The offeror should describe how they intend to function as a single point of contact for the state, regardless of any subcontract arrangements. This should include responsibilities and liabilities of the offeror for all problems relating to the equipment.
we will establish a point of contact and chain of command
- 5) Describe the following: a) the offeror's normal business hours; b) the hours the offeror will schedule routine site visits; c) the offeror's availability for after-hours contact and service:
we offer 24/7 contact
- 6) The offeror should describe their plan for responding to off-hour (non-prime time) requests for service and requests for service on holidays, weekends and vacations.
Same as #5
- 7) What are the methods (e.g., e-mail, phone, fax, etc...) to be used to contact service personnel?
initial contact to Christine can be any of the mentioned emergency or after hours should be by phone
- 8) Describe the escalation procedure complete with the offeror's personnel positions and personnel names, along with their telephone numbers in order of escalation.
info on page 34
- 9) Describe the number of years of experience each assigned service representative who will serve the various state accounts.
info on page 34
- 10) Are any service representatives that will be assigned to the state accounts factory or dealer trained, and describe their training and how recent training has been received?
all on page 34 have in-factory and in-field training, ongoing
- 11) Name subcontractors by company name (if applicable), their location, and what role they will perform delivering services if subcontractors are to be used:
American Chemical Systems (ACS) Kansas City. They will assist in the install as well as monthly service calls, operations and trouble shooting

- 12) Training to State: The offeror should describe training provided to the state for dispenser equipment operation and care, as well as product usage including proper safety training:

all users will be trained, operations observed and MSDS books furnished where needed as needed

- 13) Describe other support provided such as help-desk support provided at no cost.

Online ordering

Service calls

monthly or quarterly reporting by location

training

24/7 help-desk support